

### **Description of Services Needed:**

Provide FSSA's Division of Disability and Rehabilitative Services (DDRS) and Division of Aging (DA) with access to qualified vendor(s) who can provide Maintenance and Support services for the DART, DDRS Provider Website, INsite, PAS-PASRR and STMS systems. It should be noted that these systems are primarily custom in nature and utilize a number of different technologies.

The overall categories of service expected from the vendor(s) chosen are:

- HelpDesk & Training
  - Primary Point of Contact and initial troubleshooting for all Applications mentioned above. (Level 1)
  - Log and Track Issues and requests
  - Route any issues and requests to appropriate responders
  - Escalate Issues and requests when appropriate
  - Process and facilitate security requests while ensuring security policies are followed.
  - Install Applications
  - Maintain Training Materials and User Guides
  - Hold Training Classes when needed
- Maintenance
  - Manage Build Deployment (Release Management)
  - Defect Resolution
  - Database Maintenance
  - Application Maintenance
  - Production Reporting Maintenance
  - Maintain System Documentation (Logical/Physical Environment Model, Physical Data Model, Data Dictionary, Class Diagram, Contract Model, etc.)
  - Application/Infrastructure Monitoring
  - Run Time Improvement
  - Level 2 Support (Problems Not Resolved by HelpDesk (Level 1))
- Change Request Management (Change Management)
  - Facilitate Change Request Documentation
  - Document According to State Change Request Processes
  - Log and Track Change Requests
  - Communicate with stakeholders using State Change Request Process
  - Suggest Improvements to State Change Request Processes
  - Establish Estimates for Change Requests (Order of Magnitude Estimate (+75%/-25%), Final Estimate (+15%/-10%))
  - Provide Reporting on All Change Requests
- Modifications (Enhancements)
  - New Ad-Hoc Reporting
  - New Production Reporting
  - Document Requirements for Modifications (Must be Traceable)
  - Document Design for Modifications (Must be Traceable, Logical Data Model, Physical Data Model, Class Diagram, Contract Model etc.)
  - Build Modifications
  - Test Modifications (Unit, System Integration, User Acceptance)
  - Deploy Modifications (Data Migration, Deployment, Warranty Care)

Below is a brief description of each system. A more robust description is available in the Vendor Library As-Is Architecture Documentation.

### **Developmental Disabilities Automated Resource Tool (DART)**

DART provides a central database of clients being served by the Bureau of Developmental Disability Services (BDDS). The overriding BDDS business objectives is to be responsible for the placement and safety of Indiana citizens that have been deemed eligible and are receiving services from the bureau.

To accomplish the goals and objectives the DART application is the primary application used by the State staff to record all client demographic information, case related notes and activities, the approved or denied status of DD eligibility, access to the waiver waiting list, total management of State paid services as well as placement in any institutional facility. Other ancillary functions revolve around support of the system and case management such as provider management, incident reporting and QA processes, tracking of compliance with all state and federal mandates.

Primary Technologies Used: VB6, Microsoft SQL Server 2005

### **DDRS Provider Website**

The business purpose of the DDRS Provider website is to provide access to the information and business processes essential to case management to the provider community.

Primary Technologies Used: ASP.NET (3.5), Microsoft SQL Server 2005

### **INsite System**

INsite provides support for multiple, program-specific case management business processes. Major business processes include recording client demographics, client contact information, case/progress notes, assessments, eligibility determinations, service planning, fiscal management, and outcome measurement. INsite also manages case managers and provider databases.

Primary Technologies Used: Visual FoxPro v6

### **Pre Admission Screening (PAS) – Pre Admission Screening Resident Review (PASRR)**

The business purpose of PAS/PASRR is to prevent premature or unnecessary placement in a nursing facility (NF) of individuals whose long-term care needs do not require nursing facility level of care or can be more appropriately met through in-home and community-based services. PAS/PASRR provides the opportunity for the provision of long-term care services in a location conducive to the physical and psychological well-being of an individual.

Primary Technologies Used: Visual FoxPro v6

### **Survey Tool Management System (STMS)**

The business purpose of the STMS is to provide a means of ensuring that all providers are in compliance with Title 460 of the Indiana Administrative Code, Article 1.2 Home and Community Based Services, specifically related to Rule 6, Provider Qualifications, and Rule 7, Appeals. The STMS is also intended to ensure compliance with Waiver Assurances and Family and Social Services Administration (FSSA) guidelines. Key functions of the STMS include the following:

- Enable Liberty of Indiana to complete surveys of providers and Medicaid Waiver recipients;
- Provide a means to record audits of waiver recipient personal finances when the handling of those finances comes into question;
- Survey providers as agreed upon in the approved CMS Waiver Application;
- Develop “Provider Report Cards”;
- Provide transition monitoring for DDRS; and
- Provide monitoring of Plan of Care compliance.

Primary Technologies Used: ASP.NET (3.5 Smart Client), Microsoft SQL Server 2005